

From: Erika Chang
To: Microsoft ATR
Date: 1/24/02 8:32am
Subject: Microsoft Settlement

Dear Sir or Madam,

Re: the settlement between the US Department of Justice and Microsoft

I believe the settlement is woefully inadequate and will continue to allow Microsoft to penalize consumers like me who are dissatisfied with Microsoft products, but are forced by the Microsoft monopoly to use them nonetheless.

The Microsoft monopoly also encourages most businesses to discriminate against me if I choose not to use Microsoft products. For example, many web sites will not be accessible if I am not using Microsoft Windows operating system and Microsoft Internet Explorer web browser.

Additionally, I'm forced to purchase Microsoft products against my will, as in when I purchase a new computer I am not allowed to purchase one that comes with alternative operating systems or even without any operating system at all (so I can install my own choice of operating system).

While Microsoft may argue that the close integration of its various technologies and its insistence on being pre-installed on new computers benefits the consumers in "ease of use", fact is I have no say in what is considered easy to use and I lose control of my computer to Microsoft.

I cannot easily chose a competitive products that suit me better to use instead of Microsoft's products, because Microsoft's tight integration of its products prevents me from removing some of Microsoft's products without damaging the Microsoft operating system. I also have to pay for product that I don't want to use and I am not free to choose competitive products.

I believe Microsoft is extremely anti-competitive and deserving of severe restriction on its operations. It should not be allow to continue with tight integration of its products without opening the source up to competitors so that they too could implement better integration with the dominant Microsoft operating system. No Microsoft products should be allowed unfair advantages over their competitors by virtue of being part of the company that owns the dominant operating system.

If the Department of Justice fails to curtail Microsoft's anti-competitive, anti-consumer practice, then it has failed the capitalist system and our democracy. Please do not let Microsoft get away with its anti-competitive and anti-consumer practices.

Thank you for your attention to this matter.

Sincerely,
Erika W.L. Chang
New York & London